You are our partners in care
Condition Help is a powerful tool that we have entrusted to patients and families. We offer Condition Help because we rely on patients and their families to be our partners in care. If you have any questions, please discuss them with one of our health care providers.

The Josie King Story
Josie King, an 18-month-old little girl, died in 2001 from medical errors at one of the best hospitals in the country. Josie was the sister of Jack, Relly, and Eva and beloved daughter of Tony and Sorrel. She died as a result of a series of hospital errors and poor communications. Though Josie was not a UPMC patient, UPMC dedicates Condition Help to her memory.
At UPMC, we care about our patients’ safety. And we know that sometimes the patient or a close loved one can see that something is wrong. No one knows your health care needs better than you and your family.

What is Condition Help?
Condition Help is a hotline that was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a health care provider. Condition Help provides our patients and their families with a resource to call if they believe the patient’s health may be in immediate danger.

When to call Condition Help
Call Condition Help only if you have concerns about your condition after you have spoken to the nurse, your doctor, or another member of your medical team.

Call if:
• there is an emergency and you cannot get the attention of hospital staff.
• you see a change in the patient’s condition and the health care team is not recognizing the concern.
• you have spoken to the hospital staff and you continue to have serious concerns about the patient’s care.
• there is a breakdown in how care is given, or uncertainty over what needs to be done.

What happens when Condition Help is called?
Condition Help calls get the same immediate attention as any life-threatening emergency.

The operator on the phone will ask the caller for his or her name, the room number, patient name, and the concern that caused the call. The operator then immediately activates a “Condition Help.” A team of medical professionals is alerted and responds. The Condition Help team responds around the clock, 24 hours a day, 7 days a week.

When NOT to call Condition Help
Condition Help is a patient safety program. It is not a customer service line. Use it only for patient care.

To report problems with hospital rooms, food, policies, employees, bills, or any other non-emergency issues, please call a patient representative via the telephone operator.

CONDITION HELP » call 3-3131 on any hospital phone